

# Moore County Transportation Services

## POLICY & PROCEDURES

**Amendments to County of Moore Policy Manual specific to MCTS**

REVISED 7/21/2015

## **Moore County Transportation Mission Statement**

The Mission of Moore County Transportation Services (MCTS) is to provide safe and efficient transportation services for citizens and clients of County agencies.

## **Moore County Transportation Vision Statement**

To be a model system for small rural transit systems in North Carolina and the United States.

### **1. DESCRIPTION OF SERVICES**

This agency operates a non-emergency, subscription, and demand response service.

Requests for service must be made least 48 hours (two business days) in advance and each client is only permitted two one way trips per day.

The service area includes all of Moore County.

Service is provided Monday through Friday

Operating Hours: 6 am until 6 pm

Office Hours: 8am until 5pm

### **2. HOLIDAYS**

Moore County Transportation Services is closed on holidays observed by the County of Moore. These designated holidays include;

New Year's Day

Martin Luther King Jr. Day

Easter Friday

Memorial Day

Fourth of July

Labor Day

Veterans Day

Thanksgiving

Friday after Thanksgiving Day

Christmas (see schedule below)

When a holiday other than Christmas is on a Saturday, the preceding Friday shall be observed as a holiday. When a holiday other than Christmas is on a Sunday, the following Monday shall be observed as a holiday.

The County observes the following schedule regarding Christmas Day. When Christmas Day falls on the days noted in the table below, then the following days are observed as vacation:

Sunday	Friday and Monday
Monday	Monday and Tuesday
Tuesday	Monday, Tuesday and Wednesday
Wednesday	Tuesday, Wednesday and Thursday
Thursday	Wednesday, Thursday and Friday
Friday	Thursday and Friday
Saturday	Friday and Monday

### 3. OUT-OF-COUNTY SCHEDULE

Out-of-County appointments must be made between the hours of 9:00 am and 11:00 am only.

The Moore County Transportation Services Out-Of-County schedule is as follows;

Day	Area
Monday	Fayetteville, Raeford, Sanford, Troy, and Biscoe
Tuesday	No out of County trips
Wednesday	Sanford
Thursday	Chapel Hill, Durham, and Raleigh
Friday	No out of County trips

The Moore County Transportation Services Van leaves the Chapel Hill/Durham and Fayetteville area(s) no later than 3:00 pm each day. Please inform your doctor that you must be ready to meet the van by this time or you are responsible for providing your transportation back home.

### 4. OUT-OF-COUNTY TRANSPORTATION SERVICES – NON-EMERGENCY OR MEDICAL RELATED TRIPS

Patients scheduled for appointments will not be transported by the transportation system if the following symptoms are evident:

- Chest pains
- Shortness of breath
- Severe nausea
- Vomiting or diarrhea
- Abdominal pain
- Labor pain

If the Driver finds the patient in distress upon arriving at the patient's home, the driver will recommend transport to the county hospital by emergency services (EMS).

The sponsoring agency will be responsible for insuring that patients/clients are able to be transported in MCTS when discharged from a facility outside of Moore County. Compliance with this requirement is the responsibility of the sponsoring agency

If a patient becomes ill during transport by a system vehicle, the Driver will call the agency dispatcher by radio, and the dispatcher will call 911 to determine the most appropriate action to be taken.

## **5. PROTOCOL FOR ASSISTING NON-CLIENT RIDERS**

Throughout the course of daily operations, Moore County Transportation Services may be called upon to assist members of the community with transportation needs. The following protocol addresses Moore County Citizens that are not regular users of the system, agencies within the community that do not have a standing agreement with MCTS and any other group or citizen that may not be identified in the above two groups.

This protocol applies to extenuating circumstances such as a vehicle failure. This does not apply to not having transportation upon discharge from a hospital or following a scheduled appointment.

**In the event that MCTS receives notification that assistance is requested, the caller will be informed of the following:**

- The request will be added to the current days schedule and every effort will be made not to interrupt the services scheduled for that day
- The client will ONLY be transported back to their place of residence (i.e. home or the residential facility)
  - MCTS Dispatch will obtain the callers information and advised the caller that they will receive a return call as soon as possible notifying the caller of the window in which the client should expect an MCTS van at their location.
- Requirement of Assistance
  - An aide/escort is required if the citizen requesting transport has physical/mental limitations (please read the attachment regarding passenger aide/escort.)
- The trip, while not covered by any regular MCTS funding sources, will result in a \$50.00 fee per person (aide/escort excluded).
- All trips are limited to in-county services only (no out of county trips will be provided)
  - Caller must give billing information to include but not limited to:
    - *Name of person responsible for the financial obligation*
    - *Mailing address where this person receives mail;*
    - *Any specific identifiers used by an Agency in their billing process.*
  - Failure on behalf of the caller to provide all of the information requested will result in the denial of services.
  - The individual responsible for financial obligations will have thirty (30) calendar days to meet the financial obligations incurred by the services provided.
  - Any outstanding debts beyond thirty (30) calendar days will result in the refusal of any future requests until the outstanding debt is settled in full.

MCTS staff will complete the attached form for all calls for assistance regardless of whether assistance is provided or not.

Time of Call: \_\_\_\_\_ Date: \_\_\_\_\_

Name of Caller: \_\_\_\_\_

Name of Individual needing MCTS Services: \_\_\_\_\_

Requested Accommodations:

- ☐ Wheelchair Accessible  
☐ Additional Rider

Contact number: \_\_\_\_\_

Current location of Individual: \_\_\_\_\_

\_\_\_\_\_

Destination Location: \_\_\_\_\_

\_\_\_\_\_

Billing Information:

Name of responsible party: \_\_\_\_\_

Billing Address: \_\_\_\_\_

\_\_\_\_\_

Name of Driver assigned: \_\_\_\_\_

Vehicle ID #: \_\_\_\_\_

Time of Pick up: \_\_\_\_\_

Time of Drop off: \_\_\_\_\_

Name of MCTS Staff completing form: \_\_\_\_\_

Signature of Staff completing form: \_\_\_\_\_

Supervisor/Manager Approval: \_\_\_\_\_

Supervisor/Manager Denial: \_\_\_\_\_

## **6. PASSENGER POLICIES**

### **6a. Passenger Behavior**

- a. A passenger's right to transportation privileges can be suspended or terminated by MCTS or sponsoring agency due to misconduct, disruptive or abusive behavior. Disruptive or abusive behavior to other passengers or the Driver will not be tolerated.
- b. Drivers are never to leave passengers, especially children, on board vehicles unattended. If a driver needs to make a personal stop, the dispatcher must be notified. The van is to be secured while driver is away from it. Passenger(s) are not to be left unattended in the vehicle.
- c. Passengers are to be delivered only to locations authorized on Driver Manifest. For instance, a passenger requests to be delivered to a friend's home or at a store will not be honored without approval from the dispatcher. The Driver should contact the dispatcher if there is any question about where the passenger should be dropped off.
- d. No passenger will be dropped off at any human service agency before the agency has opened its doors for service. Whenever possible, the Driver should be sure the passenger has been able to enter his home and/or destination. If a person's mental/physical capabilities are such they cannot be responsible for themselves (example: a person with alzheimer's) the Driver is to be sure that someone is at the destination receives them.
- e. No profanity or vulgarity is allowed while on board a MCTS vehicle. Verbal abuse (example: profanity directed towards the driver(s) or other passengers) can result in suspension or termination of transportation privileges.
- f. Threats directed at the driver or passengers, threatening physical contact or assaults are grounds for immediate suspension or termination of service.
- g. Passengers or Drivers are not permitted to smoke, chew tobacco, drink alcohol, use foul language or drugs, or any illegal substance on the MCTS vehicle. Further the driver may not provide transportation to any person who is intoxicated, abusive or poses a threat to the driver or other passengers on the vehicle.
- h. No weapons (knives or firearms) will be allowed on MCTS vehicles.
- i. Passengers (or Drivers) are not permitted to eat, drink, or smoke in MCTS vehicles. Exceptions are made to allow eating and drinking which is medically necessary due to a passenger's medical condition or treatment.
- j. Carryon bags, or other items are limited to those that can be held in the client's lap, out of the way of aisles. This is to prevent other passengers from tripping, which could result in injury. Note: This policy was implemented due to safety concerns of both passengers and agencies. MCTS vehicles are not designed in a manner that provides safe storage, or space for loose bags or other items. In the event of sudden stops, the bags (especially containing canned goods) could become projectiles that could cause injury).

- k. All passengers (including wheelchair passengers) and Driver(s) must wear seat belts in accordance with North Carolina law (NC Seatbelt Law-G.S. 20-135.2A) and to insure the safety of all individuals in the vehicle. Passengers will be denied transportation services if they choose not to abide by the seat belt policy.
- l. No screaming, loud talking, singing, or playing of loud music is allowed. (Note: all music should be played at a low volume and turned down whenever the Driver is talking on the two-way radio).
- m. No inappropriate display of affection (inappropriate touching) or sexual activity directed towards the Driver or other passengers is allowed.
- n. No release of human waste, including spitting, is allowed. This does not include instances of vomiting due to treatment, medication, or illness.
- o. No flammable liquids/explosive or otherwise hazardous materials are allowed to be transported on MCTS vehicles.
- p. The Driver will reserve the right to refuse transportation to any passenger who appears to be intoxicated or under the influence of drugs. The Driver must immediately notify the MCTS office by radio or telephone. The Driver will document all incidents on an incident report form and turn into office at end of the day.
- q. Passengers are expected to use good personal hygiene. Cologne, perfume, after-shave, etc. can adversely affect Drivers and other passengers. MCTS retains the right for Drivers to refuse service in an extreme situation. Tact and discretion will be displayed to avoid embarrassment to any passenger. If a passenger is so offensive to a Driver and/or other passengers, the Driver will write up an incident report reflecting the problem. However, the usual procedure is to have the Transportation Manager communicate with the passenger's caregiver or agency representative to correct the condition.
- r. No animals, except Service animals, will be allowed on board any MCTS vehicle. Pets are not allowed.
- s. The Driver is not to lift or attend medically to any passenger.
- t. The Driver is only permitted to stop the vehicle to pickup and discharge passengers, for emergencies and rest stops (this does not include normal driving procedures such as stopping at stop signs and traffic lights, etc). Passengers should not request the Driver to make side trips to take care of personal business as these requests will be denied. Please see attachment 8 page 40, entitled: *"Release, Waiver, and Indemnification of Liability for Damage to Property"* \*\* Form approved 7/16/14
- u. Passengers should not engage in any activity that will distract the Driver's attention.
- v. All trash must be placed in the proper trash receptacle.
- w. Passengers can only be transported if there is space available on the vehicle.

- x. Drivers reserve the right to not attempt going into private driveways that they feel are unsafe and could pose a threat to the safety of the vehicle or other passengers or cause damage to the vehicle. Passengers may be asked to meet the van at the curb or a safe place alongside a public roadside if needed.
- y. If a passenger is unable to sit up, has severe pain, or other debilitating problems, MCTS cannot transport them.

**6b. Disruptive Passenger Behavior**

If a passenger disrupts the driver, interferes with operations, or bothers other passenger(s), the Transportation Manager or his/her agent will speak privately with the passenger and the passenger's sponsoring agency representative (if the passenger is a human service agency client) and follow the applicable disciplinary actions.

If the situation warrants, the Director of MCTS or the Transportation Manager can suspend or terminate transportation privileges immediately.

**First incident:**

After the first incident the passenger and the passenger's sponsoring agency if applicable will receive a verbal warning detailing to the passenger the reason his/her behavior is objectionable and the steps the passenger must take to correct the behavior.

**Second incident:**

After the second incident the passenger and the passenger's sponsoring agency if applicable will receive a written warning stating the reason his/her behavior is objectionable and the steps he/she must take to correct the behavior. Second incidents can include a suspension of transportation for up to 30 days.

**Third incident:**

After the third incident the passenger and the passenger's sponsoring agency if applicable will receive a written warning as well as suspension of transportation privileges up to no less than 30 days. The written warning will state the reason his/her behavior is objectionable and the steps he/she must take to correct the behavior.

**Fourth incident:**

After the fourth incident the passenger and the passenger's sponsoring agency if applicable will receive a written warning notifying him/her that they have been permanently suspended from Moore County Transportation Services.



## **7. RESERVATIONS**

MCTS must be notified of appointments by 11:00 AM two business days (48 hours) before day of appointment.

Requests for service can only be met if at least one (1) or all the following conditions are met:

- Moore County Transportation has available resources to meet the need.
- Space is available on an existing route.
- An efficient cost and effective route can be developed.

Actual pickup times will be adjusted according to system needs.

Moore County Transportation Services will not be responsible for calling doctors, hospitals, etc. to confirm passenger's appointments, or to schedule appointments. It is the passenger's or agencies responsibility to know and furnish MCTS with the Doctor's name and the Medical building (physical address) to where they are being transported.

Requests for trips received from agencies/passengers less than 48 hours prior to the requested day of appointment or pickup time will be honored on a space-available basis.

All MCTS Passengers should be ready approximately one and a half (1.5) hours before their appointment time.

Demand Response appointments must be scheduled between 8:00am and 3:00 pm for in-county trips and between 9:00 am and 11:00 am for out of county trips

Drivers will wait five (5) minutes for passengers, if the client does not board the vehicle within 5 minutes the driver will advise the office and the client will be marked as a NO SHOW unless otherwise instructed by MCTS office.

Passengers should wait at a main entrance or curbside if they are physically or mentally capable and weather permitting.

A parent or guardian must accompany passengers under 16 years of age (unless we have written approval from sponsoring agency) for transportation service to be provided. For passengers under 16 years of age a responsible person 18 years of age or older, must take children to and from the vehicle. Children shall never be left unattended on any vehicle or delivered to a location without a responsible person receiving them. (See Child Safety section of this policy)

## **8. CANCELLATIONS**

Cancellations must be received by MCTS 24 hours before a clients requested appointment time to avoid a No-Show charge. Cancellations messages must be given to the dispatcher during normal business hours or to the telephone number provided in the afterhours answering machine.

MCTS Drivers are not allowed to accept cancellation requests at any time.

## **9. PASSENGER AIDE / ESCORT**

Passengers who need assistance getting to or from the vehicle, entering or exiting the vehicle, or moving around while inside the vehicle must have an aide accompany them. It is the responsibility of the passenger, the passenger's family or guardian, or the sponsoring agency to furnish the aide.

The aide as defined by ADA (including medically necessary aide permitted under Medicaid policy when applicable) will not be charged for the trip and is to stay with the passenger. Persons with physical or mental disabilities transported to and from adult daycares must have a responsible person to take them to and from the vehicle.

A Moore County Transportation Services Driver cannot sign out, or sign in passengers at appointment destinations. The driver must remain within view of the vehicle while other passengers are on board.

Drivers are responsible for using their own judgment in extreme circumstances when the procedures differ from those written and an incident report should be completed so the situation can be addressed through proper channels).

## **10. CURB-TO-CURB SERVICE**

Moore County Transportation Services provides passengers with curb-to-curb service. If additional assistance is needed the driver must remain within view of the vehicle while other passengers are on board. MCTS Drivers assist passengers onto and off the vehicles and to the entry door if needed. Passengers who are not ambulatory or cannot attend to their own affairs need to be accompanied by an aide or a family member/guardian to assist them beyond the entry door.

The MCTS system does not provide aides or Door-to-Door service.

House numbers should be readily visible from the road.

Private driveways and roads should be maintained and not present a hazard to vehicles. Failure to maintain and cutback private roads and driveways will result in MCTS vehicles declining to provide service other than at a readily accessible public road or street curb access point.

All clients that have a private driveway/road must sign a waiver of damages form prior to the MCTS vehicle picking them up.

## **11. MOBILITY DEVICES**

Passengers must supply their own Mobility device (wheelchair). MCTS personnel cannot transfer passengers from beds, chairs, etc., into wheelchairs or other mobility devices. - MCTS lift-equipped vehicles can accommodate most wheelchairs or mobility devices. The Driver retains the option to refuse service if the wheelchair cannot be secured safely or if the size or load is in excess of the lifts capabilities (i.e. size or weight restrictions). If there is concern from the driver that the wheelchair cannot be transported he/she will contact the MCTS office and advise staff of the situation and a final determination will be made at that point.

Passengers are required to have their wheelchair or mobility device secure in the designated securement area only. If the passenger will not allow the driver to secure the wheelchair in a securement area designed for wheelchair, then they can be denied a ride and they will have to vacate the vehicle. Under the ADA (Americans with Disabilities Act) MCTS is not required to transport a passenger who refuses to have their wheelchair/mobility device secured. The wheelchair/mobility and its user can become a danger to other passengers on the vehicle, in the event of a sudden stop or an accident. (49 CFR 37.165)

MCTS does not transport mobility devices without the client being present.

Passengers in wheelchairs must wear the vehicle seat belt devices, lap belt and shoulder strap, while being transported. Wheelchair passengers will be denied transportation services if they choose not to abide by the seat belt policy.

The wheelchair lift is designed for one person only. Accordingly, only one person shall occupy the wheelchair lift while it is in operation, going up or down. No one except the person in the wheelchair shall “ride” up or down in/on the wheelchair lift.

Passengers with a disability cannot be prohibited from using the vehicle lift, even if he/she chooses to stand on the lift. The Driver must inform the passenger of the danger of standing on a moving lift. The Driver must tell the passenger that it is unsafe for anyone to stand on a moving lift; anyone could fall and be injured. Drivers can offer to help the passenger board the vehicle by way of the steps. If the passenger refuses to use the steps, you must allow them to stand on the lift. The Driver must operate the lift in a safe smooth manner, advise the passenger to hold on to the lift handles and remind the passenger to lower their head so as not to hit their head on the top of the door opening. If a vacant wheelchair is available, the Driver can suggest that they use it on the lift, but if they refuse the passenger must be allowed to stand on the lift to enter the vehicle. (49 CFR 37.165)

MCTS drivers will document that the passenger was made aware of possible dangers.

The passengers’ delivery destination and home destination must be wheelchair-accessible. The Driver retains the option to refuse service if there are steps, steep ramps, bumpy terrain or other dangerous conditions that present a safety hazard to either the Driver or passenger.

MCTS management retains the right to require that passengers must ride in a wheelchair if their condition, behavior or actions pose a threat to themselves or liability to MCTS.

A common wheelchair is a wheelchair that does not exceed 30 inches in width and 48 inches in length measured two inches above the ground and does not weigh more than 600 pounds when occupied. Wheelchairs are defined to include both three- wheeled and four-wheeled mobility aids. Three-wheeled “scooters” and other non-traditional designs that fit within these standards must be transported. Most mobility devices fit within these standards. There are some, however, such as very large or heavy wheelchairs or stretchers that exceed the weight limit and dimensions set forth in the guidelines. In these cases, the regulations allow entities to refuse service regardless of other qualifying functional limitations that the user may have.

## 12. NO-SHOWS

A client will be considered a No-Show if MCTS arrives to pick-up the client and the client is not at the appointed address, refuses the scheduled trip, and/or MCTS was not notified 24 hours before the requested appointment time.

### 12a. Contract Agencies

Contract agencies can determine that a client, who might otherwise be considered a No-Show, be considered a cancellation instead based on medical circumstances for self and family.

See individual agency contracts for specific No-Show charges.

### 12b. ROAP

All clients will be provided the MCTS No-Show policy in writing.

All clients considered No Show must pay the cost of the ride they would have received

#### **First No-Show:**

After the first documented No-Show the client and/or the client's sponsoring agency if applicable will receive a warning letter advising that further missed trips will result in a suspension of transportation services for a period of thirty days.

#### **Second No-Show:**

After the second documented No-Show the client and/or the client's sponsoring agency if applicable will receive a letter advising that his/her transportation services have been suspended for 30 days.

#### **Third No-Show:**

After the third documented No-Show the client and/or the client's sponsoring agency if applicable will receive a letter advising that his/her transportation services have been suspended for 60 days.

#### **Fourth No-Show:**

After the fourth documented No-Show the client and/or the client's sponsoring agency if applicable will receive a letter advising that his/her transportation services have been suspended for the remainder of the fiscal year or until the following June 30<sup>th</sup>.

All suspensions will reset on July 1<sup>st</sup>.

### **13. CHILD SAFETY**

All children under the age of eight and who weigh less than 80 pounds shall be transported in a child safety seat, as required by North Carolina law. It is the responsibility of the agency, or the child's parents or guardians, to provide such a child safety seat. The MCTS system does not provide child safety seats. Small children who do not have a safety seat will be refused transportation until such time as the agency or individual provides a suitable seat. When a child reaches age 8 (regardless of weight) OR 80 pounds (regardless of age), a correctly fitted seat belt may be used instead of a child safety seat. MCTS reserves the right to refuse transportation to any child who cannot be safely secured as required by North Carolina law.

A parent or guardian must accompany passengers under 16 years of age (unless we have written approval from sponsoring agency) for transportation service to be provided. For passengers under 16 years of age a responsible person 18 years of age or older, must take children to and from the vehicle.

**Children shall never be left unattended on any vehicle or delivered to a location without a responsible person receiving them.**

#### **13a. CHILDREN – SPECIAL SITUATIONS**

Due to the fact we transport children for more than one agency, policy may differ between them.

### **14. INCLEMENT WEATHER POLICY**

The transportation system is responsible for safe operation and management of transportation service. In order to carry out this responsibility with the assistance of other agencies, the following procedures will be used in the event of inclement weather.

MCTS observes the Moore County policy for closing due to weather conditions.

- If the County of Moore makes the decision to not open or close early, MCTS will not operate. This cancellation of transportation services is for the safety of passengers and MCTS personnel.
- If the County of Moore makes the decision to operate on a delayed schedule, MCTS will operate on the same delayed schedule. This delay of transportation services is for the safety of passengers and MCTS personnel.
- Good judgment will be used to limit or cancel scheduled trips when hazardous road conditions are present in order to ensure the safety of all passengers and Drivers.

If passengers have already been delivered to a destination before a decision has been made to close or cancel transportation services, MCTS will make the necessary arrangements to transport these passengers back to their point of origin (home).

## **15. EMERGENCY PROCEDURES FOR PASSENGERS**

In case of an accident or other emergency the passenger should:

Follow the Driver's instructions.

- Remain calm.
- Maintain orderly evacuation of the vehicle, if warranted.
- Stay off roadway in a safe location.
- Do Not smoke anywhere near the vehicle.
- Call for emergency response if the Driver is incapacitated.

## **16. EMERGENCY / NATURAL DISASTER PLAN**

In the event of an emergency or natural disaster, all scheduled transportation service will be discontinued. Every effort will be made to take those passengers who are in route or at appointments to their homes as quickly as possible.

## **17. TRANSPORTATION OF NURSING, REST, DOMILICIARY, AND FAMILY CARE HOME RESIDENTS**

Residents of nursing home, rest homes, assisted living facilities, family care homes, and domiciliary homes are considered the wards of the homes. It is the responsibility of those homes to provide transportation services for their residents. Fees paid to the homes by individuals or their families should include transportation cost, if the homes expect residents will need transportation services away from the homes. Medicaid reimbursement to the homes covers the cost of transporting eligible residents. In order for medical transportation to be provided for one of the facilities listed above there must be a signed service contract in place. The facility is required to pay the fully allocated cost.

## **18. CONFIDENTIALITY**

Any and all information regarding any individual person served by MCTS is strictly confidential. Information shall only be released to authorized parties.

## **19. USE OF TOBACCO PRODUCTS**

MCTS vehicles are tobacco free. Smoking, chewing or other use of tobacco products is prohibited. This is in accordance with the Moore County Personnel Policy, Section G.

The Moore County Commissioners adopted a Smoke Free policy effective January 1, 2008 that prohibits smoking on or in all Moore County owned property. This includes; parking lots, grounds, vehicles and all county owned or leased facilities.

## **20. SUBSTANCE ABUSE / DRUG AND ALCOHOL TESTING**

MCTS employees are governed by the “Drug and Alcohol Free Workplace Policy” and the “Substance Abuse Policy,” both of which are contained in the Moore County Personnel Policy. The purposes of these policies are to: (1) state the County’s unequivocal opposition to the unlawful manufacture, distribution, dispensation, possession, or use of nonprescription controlled substances or alcohol and abuse of prescription drugs in the workplace by Moore County employees or any person covered by this Policy; (2) assure worker fitness for duty and to protect our employees and the public from the accidents, injuries and other risks posed by the misuse of alcohol and use of prohibited drugs; (3) maintain a drug-free and alcohol-free workplace; (4) provide the means for offering drug awareness, education and training to deter the use of prohibited drugs by all employees; and (5) to offer a formal program of detection, to encourage employees to seek professional assistance for drug and alcohol dependency, and define minimum standards for the formal testing/detection program.

The following points summarize the Drug and Alcohol Free Workplace Policy and the Substance Abuse Policy:

- MCTS employees are prohibited from illicit drug use.
- MCTS employees are prohibited from alcohol use in the performance of their duties.
- MCTS employees are prohibited from the possession of illicit drugs or alcohol on or in Moore County property or vehicles.
- MCTS employees must complete drug and alcohol training.
- MCTS has implemented and maintains an approved drug and alcohol testing program that is consistent with the regulations of the Federal Transit Administration (FTA).
- Drug and alcohol testing must be administered to all safety-sensitive employees.
- MCTS must comply with all federal regulations pertaining to drug and alcohol testing.
- MCTS employees must pass the pre-employment, random, post-accident, and reasonable suspicion drug and alcohol tests. Employees who do not pass drug and alcohol tests will be dismissed.

### **20a. REASONABLE SUSPICION DRUG AND ALCOHOL TESTING**

All MCTS safety-sensitive employees are subject to Reasonable Suspicion Drug and Alcohol testing at any time during duty hours. Please see the attachment # 3, page 24, entitled; “*Reasonable Suspicious Testing Determinations Form.*”

### **20b. POST-ACCIDENT DRUG AND ALCOHOL TESTING**

Accidents or Incidents may require Post-Accident Drug and Alcohol Testing, please see attachment # 2 page 22, entitled; “*Post-Accident Drug and Alcohol Testing Decision Maker Form*”. And, the Accident/Incidents Reporting in this Policy # 21 page 18.

## 21. ACCIDENTS / INCIDENTS

It is the responsibility of every employee of MCTS to report any and all on-the-job injuries and/or accidents/incidents immediately to the MCTS Manager or their designee. Drivers will provide detailed and accurate reports of all on-the-job injuries and/or accident/incidents using the accident/incident report form(s) immediately after the on-the-job injuries and/or accident/incident. Report forms are in all vehicles (see attachment # 1, page 21, Accident/Incident form).

If passengers are involved in an accident/incident, the sponsoring Agency of all passengers will be informed of the situation as soon as possible.

MCTS will follow the guidelines of the Moore County Vehicle Fleet Policy, effective January 1st 2008; section G, pertaining to accidents or incidents (see attachment # 5, page 36).

**IMPORTANT:** Accidents or Incidents may require Post-Accident Drug and Alcohol Testing, please see section 20b, page 16, of this policy entitled; *Post-Accident Drug and Alcohol Testing*; and attachment # 2 page 22, entitled; *“Post-Accident Drug and Alcohol Testing Decision Maker Form”*.

Drivers must remain at the scene of an accident (unless medical attention is needed) to make a report to law enforcement personnel.

Drivers should fill-out an incident reporting form if anything unusual occurs during their route. Incidents include accidents, injuries, property damage and near misses. Examples of incidents that should be recorded include, but are not limited to:

- Passenger falls without injuries.
- Passenger injuries.
- Difficulties with passengers that result in damage to people and/or property (Example; passenger actions such as throwing objects, etc.).
- Equipment failures which cause delays; running over objects which could cause residual damage to tires or undercarriage; any unusual occurrences or events that caused or could cause future problems in the safe and reliable operation of the vehicle.
- Accidents/Incidents requiring passenger medical treatment.
- Accidents/Incidents which result in dollar value damage of over five hundred dollars (\$500.00)—written notice of such an accident must be given to the North Carolina Department of Transportation (NCDOT) within 30 days of the incident.

**Fatal Accidents:** If a fatal accident occurs, MCTS must provide written notice about the accident to NCDOT within 24 hours of the accident victim’s death. A written copy of local or state accident investigation reports of fatal accidents should be submitted to NCDOT within 30 days of the accident.

***Failure to report incidents/accidents can be grounds for disciplinary action up to and including termination of employment.***



## **22. CHARTER TRANSPORTATION SERVICES**

Inasmuch as Federal Law greatly restricts the use of federally funded vehicles for charter purposes because of its policy not to compete with private enterprise, MCTS will not provide charter transportation services.

## **23. CASH HANDLING**

Passengers that ride through the Rural General Public (RGP) and Elderly and Disabled Transportation Assistance Program (EDTAP) are charged a passenger fare. All passengers must deposit a token or exact change in the token box.

Drivers do not have access to cash or the ability to open the token box while operating a vehicle.

Drivers are instructed to direct clients and members of the public to make donations directly to the MCTS Administrative Office at 1048 Carriage Oaks Drive, Carthage, NC 28327.

## **24. STATEMENT OF NON-DISCRIMINATION**

This agency does not discriminate in the provision of service to any individual based on race, color, religion, sex, national origin, political affiliation, disability or age. All persons will be treated equally with respect and dignity.

This agency is an equal opportunity employer and will not discriminate in the employment of persons because of race, creed, color, sex, age, or national origin.

## **25. TITLE VI OF THE CIVIL RIGHTS ACT OF 1964**

### **25a. TITLE VI POLICY STATEMENT**

Please see the attached document # 4a, page 26, entitled: "*Title VI Policy Statement.*"

### **25b. TITLE VI PLAN**

Please see the attached document # 4b page 27, entitled: "*Title VI Plan.*"

### **25c. PUBLIC INVOLVEMENT PLAN**

Please see the attached document # 4c page 29, entitled: "*Public Involvement Plan.*"

### **25d. LEP PLAN**

Please see the attached document # 4d page 32, entitled: "*LEP Plan.*"

### **25e. DISCRIMINATION COMPLAINT FORM**

Please see the attached document # 4e, page 33, entitled: “*Discrimination Complaint Form.*”

**25f. COMPLAINT LOG**

Please see the attached document # 4f, page 35, entitled: “*Complaint Log.*”

**26. ROAP FUNDS**

If a client whose trip would be funded using ROAP funds is a No Show then the cost of the trip will be incurred by the client.

MCTS staff will calculate the weekly number of trips available under the ROAP program using the program funds remaining and accounting for revenues achieved through the sale of tokens.

ROAP funds will provide rides for medical, employment, and general ridership purposes. These purposes are prioritized with medical as the first priority and employment as secondary priority for service. If more applications for medical and employment trips are received than can be served the medical trips will be selected first for service and the employment trips will be entered into a lottery to determine who will have service for that quarter. If any trips remain after medical and employment trips are accounted for then the remaining applicants for service will be entered into a lottery to determine who will have service for that quarter;

MCTS staff will determine the number of ROAP clients on a quarterly basis on the following schedule:

<u>Assessment Month</u>	<u>Quarter</u>
June	July-September
September	October-December
December	January-March
March	April-June

The TAB will review the ROAP trips data at their regularly scheduled meetings (in February, May, August, November) and will make recommendations to revise existing ROAP rates based on remaining funds.

# Attachments Section

# MCTS ACCIDENT / INCIDENT REPORT FORM

**Date of incident:** \_\_\_\_\_ **Time:** \_\_\_\_\_ am/pm

Name of person(s): \_\_\_\_\_

Location of incident/trip #: \_\_\_\_\_

Was a passenger(s) injured? Yes/No (circle one). If Yes, indicated type of injury below.

Was an MCTS an employee injured? Yes/No (circle one). If Yes, indicated type of injury below.

Type of injury (ies): \_\_\_\_\_

Details of incident:

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

(use reverse side or another sheet of paper and attach if necessary)

Did injury/incident require physician/hospital visit \_\_\_\_\_ Yes \_\_\_\_\_ No

Arrival time: \_\_\_\_\_

Physician / hospital / phone number.

\*Passenger needs to sign below if accident and if medical attention is not desired and/or required:

\_\_\_\_\_/\_\_\_\_\_  
 Signature of passenger (if needed) date

Note: injured party refuses to sign form \_\_\_\_\_ (driver initials go here)

\_\_\_\_\_/\_\_\_\_\_  
 Signature of person completing report date

\_\_\_\_\_/\_\_\_\_\_  
 Signature of **Driver** date

Return this form to MCTS Director within 24 hours of incident.

Incident form 1-22-08

## **Moore County Transportation Services**

### **Post-Accident Drug and Alcohol Testing Decision Maker Form**

The Moore County Transportation Services Drug and Alcohol policy requires that employees involved in a vehicle accident (as defined in the Policy; section 25, page 22) must submit to tests for alcohol and prohibited drugs as soon as possible following the accident (not to exceed 8 hours for alcohol testing and 32 hours for drug testing). The Policy also requires the testing of any other safety-sensitive employee whose performance could have contributed to the accident, as determined by the Director or Supervisor at the scene using the best information available at the time of the decision. **(The testing of non-safety sensitive employees, as well as testing outside of the FTA criteria, is conducted under the County of Moore's own authority).**

#### **Accident Information:**

Date of Accident \_\_\_\_\_ Time of Accident: \_\_\_\_\_ AM/PM

Employee Name: \_\_\_\_\_

#### **Decision Questions:**

- Was there a human fatality? \_\_\_\_ Yes \_\_\_\_ No. If Yes, Post-Accident tests are required.
- If there was **no** fatality, ask the following questions:
  1. Has any individual suffered a bodily injury and immediately received medical treatment away from the scene of the accident? \_\_\_\_ Yes \_\_\_\_ No
  2. Was there disabling damage to the Moore County Transportation Services vehicle or any other vehicle as a result of the occurrence and the vehicle was transported away from the scene by a tow truck or other vehicle? \_\_\_\_ Yes \_\_\_\_ No
  3. Was the Moore County Transportation Services vehicle removed from operation? \_\_\_\_ Yes \_\_\_\_ No

If you check YES for any of questions 1, 2 or 3 above, post-accident drug and alcohol test are required under FTA rules.

Employee taken to \_\_\_\_\_ (collection site)

by \_\_\_\_\_ Title \_\_\_\_\_ at \_\_\_\_\_ AM/PM

FTA regulations also require that testing be done as soon as possible following the accident. If alcohol testing is not conducted within 2 hours after the accident, you must document the reason for the delay below on this form. If the alcohol test is not administered within 8 hours, and the drug test within 32 hours, you must cease all efforts to administer the tests and document the reason(s) why the tests were not administered within the prescribed time frames.

#### **Reason Test Was Not Completed or Delayed:**

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**Testing Procedures:**

- \_\_\_\_\_ Determine if employee requires medical attention.
- \_\_\_\_\_ Bring employee into a private setting if possible and inform them that they will be transported to a medical clinic for a drug and alcohol test, in accordance with FTA, NCDOT and Moore County mandated procedures.
- \_\_\_\_\_ Complete the Order for Testing Form and mark Post-Accident for test type. If testing is under Moore County Transportation Services authority, use the Non-DOT testing form.
- \_\_\_\_\_ Transport the employee to the company-authorized collection site and inform them that under Moore County Transportation Services policy that they will be removed from any safety sensitive function pending the outcome of the tests.
- \_\_\_\_\_ If employee refuses to submit to testing, inform the employee that refusal to comply or cooperate is treated as a positive test, and will result in termination of employment.
- \_\_\_\_\_ Complete and sign this form and forward original to the Moore County Transportation Services Drug and Alcohol Program Manager, Timothy W. Thompson.

**Please remember to respect the privacy of the employee and the integrity of the testing program. Keep all matters confidential and discuss only with parties who have a “need to know.”**

\_\_\_\_\_  
Signed

\_\_\_\_\_  
Date

## **Moore County Transportation Services**

### **Reasonable Suspicious Testing Determination Form**

**Note to Supervisor/Department Official:** This form is to be used to substantiate and document the objective facts and observations leading to a reasonable suspicion testing determination. After a direct observation of the employee's appearance, behavior, speech, body odors, and/or performance, please check ALL the indicators that raised your suspicion that the employee may have engaged in conduct in which violates the Drug and Alcohol policy. **Read further instructions on the back page.**

Employee Name \_\_\_\_\_ Job Title \_\_\_\_\_

Supervisor/Department Official \_\_\_\_\_ Job Title \_\_\_\_\_

Date and Time of Determination: \_\_\_\_\_

Name(s) of Witness(es), if any: \_\_\_\_\_

#### **A. APPEARANCE OR PHYSICAL INDICATORS**

- ☐ Flushed or very pale complexion
- ☐ Excessive sweating or skin clamminess
- ☐ Bloodshot or watery eyes
- ☐ Dilated or constricted pupils
- ☐ Nystagmus (jerky eye movement)
- ☐ Unfocused, blank stare
- ☐ Runny/bleeding nose
- ☐ Disheveled clothing
- ☐ Unkempt grooming
- ☐ Possible puncture marks on arms
- ☐ Dry mouth, wetting lips frequently

#### **B. BEHAVIORAL INDICATORS**

- ☐ Stumbling, unsteady gait
- ☐ Poor coordination
- ☐ Hyperactivity, fidgety, agitated
- ☐ Nervous, disorderly
- ☐ Irritable, moody, belligerent
- ☐ Shaking, tremors, twitches
- ☐ Dizziness or fainting
- ☐ Nausea or vomiting
- ☐ Breathing irregularly or with difficulty
- ☐ Extreme fatigue or sleeping on the job
- ☐ Depressed, withdrawn

#### **C. SPEECH OR BODY ODORS**

- ☐ Slurred, thick, slowed speech
- ☐ Incoherent, nonsensical, silly
- ☐ Loud, boisterous
- ☐ Repetitious, rambling
- ☐ Cursing, inappropriate language
- ☐ Rapid, pressured
- ☐ Excessive talkativeness
- ☐ Exaggerated enunciation
- ☐ Odor of alcohol
- ☐ Distinctive pungent aroma

#### **D. PERFORMANCE INDICATORS\***

- ☐ Delayed or faulty decision-making
- ☐ Impulsive, unusual risk-taking
- ☐ Inability to concentrate
- ☐ Lack of motivation
- ☐ Impaired mental functioning
- ☐ Decreased alertness
- ☐ Significant increase in errors
- ☐ Reduced quality/quantity of work
- ☐ Inappropriate response to instructions
- ☐ Excessive absences or use of sick time
- ☐ Lackadaisical, apathetic attitude

Other observations not noted above: \_\_\_\_\_

Date and Time of Test: \_\_\_\_\_

Test Refused: ☐ No ☐ Yes

Supervisor/Department Official Signature \_\_\_\_\_

\*These are usually long-term indicators. Must be combined with other indicators under A, B, or C.

**Instructions to Supervisor/Department Official:**

1. Conduct the employee interview in a private setting, mindful of the dignity and confidentiality rights of the employee.
2. Give the employee an opportunity to explain the reason(s) for the indicators you have observed from his or her perspective. Expect denial. Note explanation given by the employee (if any) in the space below.

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3. Arrange to have the employee accompanied to the collection site for testing without delay.
4. Federal regulations require that reasonable suspicion testing for alcohol be administered within two (2) hours following the determination to refer the employee for testing. If alcohol testing is not conducted within two hours, document the reason for the delay. If the test is not administered within eight (8) hours, cease all attempts to test and document the reason for the inability to test. Please use the space below to document and delays or inability to test.

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5. Complete and sign this document and send original to the Moore County Transportation Services Drug and Alcohol Program Manager, Timothy W. Thompson.

**IMPORTANT: DO NOT TRY TO DIAGNOSE ABUSE OR ADDICTION OR IDENTIFY THE SPECIFIC DRUG ASSOCIATED WITH THE EMPLOYEE'S BEHAVIOR OR APPERANCE.**



## PLANNING, COMMUNITY DEVELOPMENT, AND TRANSPORTATION SERVICES



Planning: (910) 947-5010  
 Code Enforcement: (910) 947-2221  
 Transportation: (910) 947-3389  
 Fax: (910) 947-1303

### North Carolina Department of Transportation

#### Title VI Policy Statement

It is the policy of the North Carolina Department of Transportation to ensure compliance with Title VI of the Civil Rights Act of 1964; 49 CFR, Part 21; related statutes and regulations that ensure no person in the United States shall, on the grounds of race, color, sex, age, national origin, or disability, be excluded from participation in, or be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance from the United States Department of Transportation.

#### Secretary, NC Department of Transportation

Furthermore, it is the policy of Moore County Transportation Services to adhere to this Title VI Policy Statement of the North Carolina Department of Transportation.

*Any person who believes he or she has been discriminated against should contact:*

North Carolina Department of Transportation  
 Civil Rights & Business Development  
 1511 Mail Service Center  
 Raleigh, NC 27699-1511  
 Phone: (919)508-1808

#### Or Contact may be made locally by contacting:

Denise Brook, Human Resources Director  
 P.O. Box 905  
 Carthage, NC 28327  
 Phone (910)947-6362

Additionally, any person who believes himself or any specific class of persons to be subjected to discrimination prohibited by Title VI may by himself or by a representative file a written complaint with; Federal Transit Administration (FTA), Federal Highway Administration (FHWA), United States Department of Transportation (USDOT), or the United States Department of Justice (USDOJ). Please see attachment # 11b for a complete address listing of these departments.

## PLANNING, COMMUNITY DEVELOPMENT, AND TRANSPORTATION SERVICES



Planning: (910) 947-5010  
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### **Title VI Plan:**

Moore County Transportation Services (MCTS) has adopted the Title VI Plan to insure compliance with mandated federal and state requirements. The plan shall serve as a guide to develop procedures related to Title VI, and to insure compliance with carrying out the procedures. Moore County Transportation Services reserves the right to amend this plan or any established procedures at any time in order to meet compliance requirements. Ms. Dee Ann Purvis, Moore County Human Resources Manager, shall serve as the Civil Rights/EO Coordinator for the transit system.

### **Annual Title VI Certification and Assurances:**

Moore County Transportation Services shall submit their annual Title VI assurances upon request as a part of the NCDOT/CTP grant application. Moore County Transportation Services being a sub-recipient of FTA funding will submit the required assurances to the NCDOT/PTD who serves as the recipient.

### **Title VI Complaint Procedures:**

All personnel will receive training related to the Title VI Policy Statement. If there are complaints related to a possible violation of the Title VI Policy, personnel will be asked to forward those complaints to the MCTS Civil Rights/EO Coordinator for investigation. The Coordinator will prepare and maintain a list of any active investigations, and include the following information

:

- The date the investigation, lawsuit, or complaint was filed;
- A summary of the allegations;
- The status of the investigation, lawsuit, or complaint;
- Actions taken by MCTS in response to the investigation, lawsuit, or complaint.
- A complainant will receive a letter of findings and resolution with instructions as to how to appeal the decisions detailed in the findings.

Also, any person who believes himself or any specific class of persons to be subjected to discrimination prohibited by Title VI may by himself or by a representative file a written complaint with; the North Carolina Department of Transportation (NCDOT), Federal Transit Administration (FTA), Federal Highway Administration (FHWA), United States Department of Transportation (USDOT), or the United States Department of Justice (USDOJ). Complete addresses of these agencies are listed below. A complaint must be filed no later than 180 days after the date of the alleged discrimination. Once a complaint has been accepted by the FTA, the investigation process will begin, and will conclude with a letter of finding and resolution. As part of an appeals process, the letter of findings and resolution will offer the opportunity to provide additional information.

North Carolina Department of Transportation  
Office of Civil Rights and Business Development  
1511 Mail Service Center  
Raleigh, NC 27699

Federal Transit Administration  
Regional Civil Rights Officer  
230 Peachtree, NW  
Suite 800  
Atlanta, GA 30303

Federal Highway Administration  
Office of Civil Rights  
1200 New Jersey Avenue, SE  
8th Floor E81-314  
Washington, DC 20590

United States Department of Transportation  
Departmental Office of Civil Rights  
1200 New Jersey Avenue, SE  
Washington, DC 20590

Department of Justice Civil Rights Division  
950 Pennsylvania Avenue, NW  
Coordination and Review Section, NYA  
Washington, DC 20530

**Requirement to notify beneficiaries of protection under Title VI:**

MCTS shall be cognizant of the need to disseminate information to the public through all available means. Information shall include the following:

- A statement that the system operates programs without regards to race, color, national origin, age, gender, and disability;
- Procedures that members of the general public should follow in order to request additional information on our nondiscrimination obligations;
- Procedures that members of the general public should follow in order to file a discrimination complaint against the system.

Information shall be disseminated through brochures, flyers, group meetings, published notices, or other means as determined to be appropriate.

## PLANNING, COMMUNITY DEVELOPMENT, AND TRANSPORTATION SERVICES



Planning: (910) 947-5010  
 Code Enforcement: (910) 947-2221  
 Transportation: (910) 947-3389  
 Fax: (910) 947-1303

### Public Involvement Plan

This public involvement plan provides direction for effective public involvement in the development of Moore County Transportation Services (MCTS) plans and programs. For our customers, this public involvement plan describes opportunities for involvement in assisting the focus and priorities for transportation at MCTS. This plan will guide MCTS in its efforts to identify and accommodate the needs of transportation customers throughout Moore County. Recognizing that different situations require different techniques for reaching the public, this public involvement plan provides techniques to be applied, as appropriate, in order to achieve the goal of effective public involvement. The goal of MCTS through this plan is to provide the highest quality public involvement possible for transportation decision-making. This can only be achieved when customers are identified and brought into the planning process. To achieve this goal, major planning and program development objectives include:

1. Solicit public participation.
2. Seek broad identification and representative involvement of customers and users of offered programs.
3. Utilize effective and equitable avenues for distributing information and receiving comments.
4. Provide educational materials and design public involvement initiatives that will support and encourage effective participation.
5. Maintain and develop staff expertise in all aspects of public involvement.
6. Support and encourage continuous improvement in the methods used to meet the public need for information and involvement.

The Federal regulations related to public involvement in transportation decision-making can be found in Title 23; Section 450.212, Code of Federal Regulations. These regulations leave the methods for carrying out public involvement to the discretion of the County; however, the public involvement processes may provide:

- Early and continuous opportunities for involvement
- Timely information on transportation issues, processes and procedures
- Reasonable access to technical and policy information
- Adequate notice of involvement opportunities at key decision points
- Methods for considering and responding to public input
- A course of action for seeking out and considering the needs of traditionally underserved groups
- Periodic review and evaluation of the public involvement process

Title VI of the Civil Rights Act of 1964, together with related statutes and regulations, provide that “no person shall on the ground of race, color, and national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal funds. The entire institution, whether educational, private or governmental must comply with Title VI and related Federal civil rights laws, not just the program or activity receiving federal funds.”

Public involvement techniques continue to evolve through the application of new technology, broader public knowledge of the role one can play in transportation decision-making, encouraging creative approaches, and being ever-mindful of the goals and benefits of public participation. MCTS will support and encourage continuous improvement in the methods used to meet the public need for information and involvement. MCTS will employ a variety of techniques to invite and encourage public participation in decision-making. Some of these techniques are:

Enlisting the aid of community leaders, Transportation Advisory Board, Mailing lists, Key person interviews, Public information materials, Public Hearings, Several public meeting styles, Video techniques, Internet Use, Media strategies, Telephone techniques, Public forums

**Transportation Advisory Board:** The Transportation Advisory Board (TAB) is a representative group of diverse stakeholders that meets regularly to discuss issues of common concern. This committee has been used for many years and can be an effective component of public involvement efforts. The TAB has the following basic features:

- Well-represented interest groups from throughout the county
- Regular meetings
- Recorded minutes
- A goal for consensus on issues
- The adoption of an important role in the process

When agencies are presenting goals and proposed programs, its members are more apt to ask for assistance, clarification of points, and follow-up on questions. The existence of the TAB demonstrates progress toward involving people in projects and programs.

**Key Person Interviews:** A key person interview is a one-on-one talk about a specific topic or issue with an individual recognized or designated as a community leader. A key person might be an opinion leader, a spokesperson for the community, an elected official, the head of an organization, or a representative of local media. They are helpful in rapidly getting details on the community and in understanding the priorities of residents. They also help convey community issues to decision-makers or identify stakeholders who may be involved and interested in a project or proposal.

**Public Information Materials:** Public information materials provide general information about public transportation, and investments that are under way or in the planning stage. A sample range of public information materials includes:

- Brochures
- Display advertisements
- Display boards
- Electronic media
- Fliers
- Legal notices
- Local government channel
- News articles
- Newsletters
- On-line home page
- Questionnaires
- Slides and overheads
- Summaries of reports

Without the input of its citizens, staff members, and other stakeholders MCTS cannot have a true understanding of community values and needs with regard to transportation services. Local businesses, community groups, and residents may know information that is more current or more detailed than what is available to transportation professionals.

Effective public involvement compliments the transportation professional's technical expertise, helps to form a consensus, and lays the foundation for solid decisions.

Public Involvement Plan MCTS Rev. 11/2007

## PLANNING, COMMUNITY DEVELOPMENT, AND TRANSPORTATION SERVICES



Planning: (910) 947-5010  
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### Limited English Proficiency Policy

Moore County Transportation Services (MCTS) is committed to providing equal opportunity in all programs and services to ensure full compliance with all civil rights laws, including Title VI of the 1964 Civil Rights Act. MCTS will provide equal services including access to services for persons with Limited English Proficiency (LEP).

It is the policy of this department to provide language access services to current and other interested persons with Limited English Proficiency (LEP) who are eligible for the services MCTS provides.

Printed material used by MCTS will be provided in an alternative form upon request.

Oral translation services may be provided by trained staff members. If a trained staff member is unavailable or there is none for a particular language, arrangements shall be made through other County departments with available interpreters, or a volunteer interpreter where one is available.

Our Equal Opportunity and discrimination complaint policies are posted at the MCTS office. Complaints of discrimination will be handled as outlined by current program policy.

Ms. Denise Brook, Human Resources Director, is the designated Equal Opportunity/Limited English Proficiency Coordinator for the County of Moore. Ms. Purvis may be reached on weekdays from 8:00am – 5:00pm at (910) 947-6362. Information about the discrimination complaint resolution process is available to you upon request.

## MOORE COUNTY TRANSPORTATION SERVICES Discrimination Complaint Form

Last Name:		First Name:		<input type="checkbox"/> Male <input type="checkbox"/> Female	
Mailing Address:			City:	State:	Zip:
Home Telephone: (     )		Work Telephone: (     )		E-mail Address:	
Identify the Category of Discrimination:					
<input type="checkbox"/> RACE		<input type="checkbox"/> COLOR		<input type="checkbox"/> NATIONAL ORIGIN	
<input type="checkbox"/> RELIGION		<input type="checkbox"/> DISABILITY		<input type="checkbox"/> AGE	
		<input type="checkbox"/> SEX/GENDER		<input type="checkbox"/> INCOME STATUS	
Identify the Race of the Complainant					
<input type="checkbox"/> Black		<input type="checkbox"/> White		<input type="checkbox"/> Hispanic	
<input type="checkbox"/> American Indian		<input type="checkbox"/> Alaskan Native		<input type="checkbox"/> Asian American	
		<input type="checkbox"/> Pacific Islander		<input type="checkbox"/> Other _____	
Date and place of alleged discriminatory action(s). Please include earliest date of discrimination and most recent date of discrimination.					
How were you discriminated against? Describe the nature of the action, decision, or conditions of the alleged discrimination. Explain as clearly as possible what happened and why you believe your protected status (basis) was a factor in the discrimination. Include how other persons where treated differently from you. (Attached additional page(s), if necessary).					
The law prohibits intimidation or retaliation against anyone because he/she has either taken action, or participated in action, to secure rights protected by these laws. If you feel that you have been retaliated against, separate from the discrimination alleged above, please explain the circumstances below. Explain what action you took which you believe was the cause for the alleged retaliation.					
Names of individuals responsible for the discriminatory action(s):					
Names of persons (witnesses, fellow employees, supervisors, or others) whom we may contact for additional information to support or clarify your complaint: (Attached additional page(s), if necessary).					
<u><b>Name</b></u>		<u><b>Address</b></u>		<u><b>Telephone</b></u>	
1.					
2.					
3.					
4.					



## MOORE COUNTY TRANSPORTATION SERVICES

### Discrimination Complaint Form

Page 2

Have you filed, or intend to file, a complaint regarding the matter raised with any of the following? If yes, please provide the filing dates. Check all that apply.

- |   |             |
|---|-------------|
| <input type="checkbox"/> US Equal Employment Opportunity Commission | Date: _____ |
| <input type="checkbox"/> Federal Highway Administration             | Date: _____ |
| <input type="checkbox"/> US Department of Transportation            | Date: _____ |
| <input type="checkbox"/> Federal or State Court                     | Date: _____ |
| <input type="checkbox"/> Other                                      | Date: _____ |

Have you discussed the complaint with any NCDOT representative? If yes, provide the name, position, and date of discussion.

Please provide any additional information that you believe would assist with an investigation.

Briefly explain what remedy, or action, are you seeking for the alleged discrimination.

**\*\*WE CANNOT ACCEPT AN UNSIGNED COMPLAINT. PLEASE SIGN AND DATE THE COMPLAINT FORM BELOW.**

\_\_\_\_\_  
COMPLAINANT'S SIGNATURE

\_\_\_\_\_  
DATE

#### MAIL COMPLAINT FORM TO:

**Mailing:** Moore County Transportation Services  
P.O. Box905  
Carthage, NC 28327

or call: 910-947-3389 x 207

#### FOR OFFICE USE ONLY

Date Complaint Received: \_\_\_\_\_

Processed by: \_\_\_\_\_

Case #: \_\_\_\_\_

Referred to: ☐NCDOT ☐FHWA ☐FTA ☐FAA ☐USDOT ☐DOJ Date Referred: \_\_\_\_\_

Moore County Transportation Services  
Public Transit Complaint Log

Case No.	Complainant	Respondent	Receiving Agency	Date Filed	Basis	Date of Report	Determination

**Moore County**  
**Vehicle Fleet Policy**  
Effective March 1, 2012

**H. Accidents Involving County Vehicles**

In the event of an accident:

1. Contact the proper authorities (city police, county sheriff, and state highway patrol) immediately but no later than thirty minutes after the incident.
2. Substance Abuse policy number 2004-0006, section 11.4 Post –Accident Testing must be adhered to.
3. Regardless how minor the damage is to the vehicle the operator must report damages to his/her Supervisor.
4. The Supervisor will complete the Accident Investigation Report and a copy of the police report must be attached and submitted within 24 hours to the Department Director.
5. The Department Director will review and sign off on the Accident Investigation Report along with the copy of the police report and then turn in to the Risk and Benefits Manager.
6. The Risk and Benefits Manager will review the Accident Investigation Report and upon determination of severity of accidents reported those requiring additional investigation will be reviewed by the Accident Investigative Team. The Accident Investigation Team may request that employee meet with the Team.
7. If there is an employee injury, complete worker's compensation reporting form and Accident Investigation report will be submitted to the Risk and Benefits Manager within 24 hours.
8. Accidents, violations or other actions resulting in damage to or by a County vehicle or a personal vehicle, if personal vehicle is being used for County business, will be reviewed with the Department Director to determine corrective action.

## MCTS New Driver Training Schedule

**This is the systematic training each new Driver will receive prior to operating a MCTS van or starting any interaction with passengers on behalf of MCTS. During this training, Drivers will be evaluated on a regular basis to insure proper knowledge and passenger etiquette is retained.**

### Day One

- Introductions with Drivers, on proper procedures in van and office.
- Made aware of proper procedure answering phones and radio use. (If applicable).
- Become familiar with placement of daily used documents within the office, i.e. accident report, incident report, pre/post trip inspection, policy and procedures, vehicle defect report and other documents as deemed necessary by management.

### Day Two

#### Americans with Disabilities Act Training

- Participate in class format to learn needs and regulations of disabled Americans.
- Complete instruction on proper and safe transportation of mobility devices and its securement.
- Drivers will receive instruction on Sure-Lok 4 point securement techniques.
- Participate in hands on demonstration which instructs driver how to handle disabled passengers.

### Day Three

- Drivers will sit in with dispatcher sending and receiving radio transmissions.
- Drivers are instructed about operation of van and its equipment.
- Drivers will complete defensive driving class instruction and follow up with behind the wheel evaluation.
- Drivers will receive instruction on Drug and Alcohol abuse in the work place.

### Day Four

- Drivers will be instructed on van evacuation procedures and fire extinguisher use.
- Transportation Manager will train Driver on proper pre-trip/post-trip inspection.
- Driver will complete a test pre-trip inspection and a required documentation.
- Driver to receive instruction on hazardous materials clean-up and officially begin route development.

### Day Five (continued each day, until released by supervisor may last for 5 days)

- New Driver to ride with experienced Driver to learn routes and procedures.
- Driver allowed to maintain route as Driver under supervision of experienced Driver(s).

### **Safe operating procedures**

- A pre-employment drug test and physical exam are required for candidate for MCTS Driver position.
- Driving records check.
- Background investigation.

Within one year of employment the Driver is required to complete:

- Certification of CPR and Basic First Aid.
- Customer Service Training.
- Ride Check and Road Test.
- Yearly updates of minimum requirements per NCDOT / PTD.

# Annual Training Schedule

## **Drivers (Operators) and Staff**

- ADA (Americans with Disabilities Act of 1990) training
- Defensive Driving training
- Blood born pathogens training
- Alcohol and drug abuse in the work place training
- Emergency evacuation and procedures training
- Customer Service and respectful language training
- Mobility device securement training

## **Quarterly Updates**

- Policies and procedures handbook quiz
- Staff meetings

## **Randomly throughout fiscal year**

- Ride Check
- Road Test
- Back Safety
- Slip trip and fall
- Proper telephone and radio etiquette
- Other as need arises

**RELEASE, WAIVER, AND INDEMNIFICATION OF  
LIABILITY FOR DAMAGE TO PROPERTY**

I, the undersigned, acknowledge that Moore County Transportation Services ("MCTS") is a program operated by the County of Moore (the "County") that provides reduced cost transportation services. I acknowledge that I have requested transportation services from MCTS and that in consideration for the reduced cost of the transportation services provided by MCTS, I agree and represent the following:

- I am a citizen of the County or client of an agency of the County, and am able to receive transportation services from MCTS; and
- I am in rightful possession of or have the lawful right to use the property where I request MCTS to provide transportation services; and
- I agree to release and waive any claim for any damage to the premises or to any personal property on the premises that may result from MCTS providing transportation services; and
- I agree to indemnify, save, and hold harmless MCTS for any damage to the premises or to personal property located on the premises that may result from MCTS providing transportation services.

---

Signature

---

Date

---

Print Name

---

Street Address

---

City, State and Zip Code

---

Telephone